



**DEPARTMENT OF VETERANS AFFAIRS**  
**Office of Acquisition and Logistics**  
National Acquisition Center  
P.O. Box 76  
Hines, IL 60141

October 15, 2009

RE: FSS Reorganization

In Reply Refer To:

Dear FSS Vendor:

The VA National Acquisition Center's Federal Supply Schedule (FSS) Service is undergoing a transformation. We have been diligently working over the past 18 months to evaluate our current systems and methods, as well as to draw upon how other similar groups handle similar workload. As such, we will be changing. The changes will result in a more efficient and effective management of our workload, as well as our overall program.

Attached please find a copy of our new organizational chart. We will still be organized by three main branches, but the work of these branches will be vastly different than what we have been doing. We will be breaking away from the cradle-to-grave model and instead utilizing a more task oriented approach. The following outlines the new Branches and their main mission:

**Intake and Support Branch** – responsible for newly created centralized intake process, initial clarification of all offer proposals, establishment of a Quick Program, and management of the centralized FSS helpdesk.

**Contracting Branch** - responsible for all evaluation and award actions, as well as contract modifications and administration actions.

**Marketing and Training Branch** – responsible for management of training needs (to include employee, customer, and vendor training efforts), schedule refreshments, and policy issues.

Some of these improvements will have little to no visible impact to our current and potential vendors, others will impact as there will now be more than one person to communicate with about your offer, contract, modifications, etc. The major benefit for our vendors will be a more efficient and timely process for managing your proposals and contract actions within our office, more consistent guidance, and a streamlined approach to the overall management of the FSS programs.

Questions can be filtered through the FSS Helpdesk at 708-786-7737. We thank you in advance for your patience, understanding, and cooperation during this implementation.

Sincerely,

Carole O'Brien  
Director, FSS Service (001AL-A2-2)  
National Acquisition Center

**VA FSS Vision Statement**

To be the foremost source for quality healthcare products and services.

**VA FSS Mission Statement**

To provide world class healthcare products and services through performance excellence that is demonstrated by contractual competence, timeliness, innovation, results-drive solutions while assuring accountability to our federal customers and the taxpayers.

VA National Acquisition Center  
Federal Supply Schedule (FSS) Service (001AL-A2-2)  
October 1, 2009

